



Commonwealth of Virginia
Virginia Information Technologies Agency

NORTEL DATA NETWORKING HARDWARE AND ASSOCIATED SOFTWARE AND SERVICES

Optional Use Contract

Date: July 30, 2003

Contract #: VA-000421-NORT

Authorized User: State Agencies, Institutions and Public Bodies

Contractor: Nortel Networks
951 E. Byrd Street
Suite 510
Richmond, VA 23219

FIN: 77-0427791

Contact Person
And Ordering Information: Shawn Rodriguez
(P) 804-225-7008
(F) 804-225-7050
E-Mail: shrodrig@nortelnetworks.com

Term: April 21, 2003 – April 20, 2004

Payment: Net 30 days

For Additional Information, Please Contact:

Contract Compliance Information:
Mrs. T. J. Hudson
Contracts Administrator
Phone: 804-371-5971
E-Mail: tj.hudson@vita.virginia.gov
Fax: 804-371-5969

Technical Information:
Joe A. Parr, CPPO, VCO
Contract Officer
Phone: 804-371-5991
E-Mail: joe.parr@vita.virginia.gov
Fax: 804-371-5969

NOTES: Individual Commonwealth of Virginia employees are not authorized to purchase equipment or services for their personal use from this Contract.

For updates, please visit our Website at <http://www.oas.virginia.gov>

CONTRACT #VA-000421-NORT

EXTRACT CHANGE LOG

[illegible]

VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA): Prior review and approval by VITA for purchases in excess of \$100,000.00 is required for State Agencies and Institutions only.

ORDERS:

1. Call Contractor and request a current price list (maintain a copy with the procurement transaction file.)
2. Select product(s).
3. Apply applicable discount.
4. Issue purchase order (show list price(s) on purchase order).

OR

1. Call Contractor and request a written price quote for the product(s).
2. In addition to the written price quote, request a copy of the price list to verify discounts were applied by the Contractor (maintain a copy of the price list with the procurement transaction file.)
3. Issue the purchase order (show list price(s) and discount price(s) on purchase order.)

DELIVERY: 21 days ARO, or as mutually agreed. Ordering entity should verify with Contractor that product desired is not on back order, etc., and establish a delivery date before issuing a purchase order.

WARRANTY: One (1) year, "Next Day Services" warranty (includes seven-day-a-week, 24 hours-a-day (7x24) Help Desk assistance, 5-day-a-week, 12-hours-a-day (5x12) advance shipment of field replaceable hardware components for next day delivery, on-site pre-paid delivery of hardware components, software updates and upgrades, on-line software updates, patches and fixes, Help Desk call response times of 3 minutes or less by a trained technical engineer, 7x24 access to Nortel Networks problem reporting database, remote dial-in diagnostics and network problem analysis, on-site diagnostics if remote diagnostics fails to solve the problem (at Nortel's discretion), recommended corrective actions by a Nortel engineer, and systematic escalation process. Ordering entity should review the attached Price List for pricing of additional periods of "Next Day Services" warranty and the pricing for optional On-Site warranties. The Nortel Networks Service Order Number of the "Next Day Services" warranty for the product being purchased must be included on the purchase order at no cost.

PRICE: Prices may not increase for six (6) months from the date of contract award. Thereafter, prices may float on a month-to-month basis as listed in the governing contract price list. Products may be added to the contract no more often than once a month. Product additions to the contract shall not become effective until approved in writing by the DIT Contract Engineer.